



SERVING AMERICA'S VETERANS

Department of Veterans Affairs

OCTOBER 1, 2021 - DECEMBER 31, 2021

U.S. DEPARTMENT OF VETERANS AFFAIRS FY 2022 Q1

VAS COVID-19 RESPONSE



1.3M Vaccine Doses Administered (including boosters)
890K+ People Fully Vaccinated by VA
1.2M+ Veterans Vaccinated by VA or by Others (at least one dose)



6K+
COVID-19 Tests
Completed



4.6M+ Unique VA Health Care Patients



27M+ Clinical Encounters
17M+ Presumed In-Person Appointments
2M+ Telehealth/Telephone Appointments
5M+ Community Care Referrals



79% Veteran Trust in VA
90.1% Trust in VA Health Care



14M+ Calls Answered by VA Contact Centers (FY 2021 Q4)
169K+ Calls to Veteran Crisis Line (1-800-273-8255 and Press 1)
36K+ Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)



38,471 Veterans and Family Members Interred with Honor



30M+ Visitors to VA.gov
3M+ Logged In Users
400K+ Form Submissions
4M+ Visitors to [Blogs.VA.gov](#)
30M+ [#VetResources](#) Newsletter Emails Opened
434K+ Visitors to VA's [Event Calendar](#)



10K+ New Employee Hires



383K+
VA Disability and
Pension Claims
Completed



20,469
Veterans Appeals
Decisions
8,025 Hearings Held



787K+
Education Benefits
and Supplemental
Claims Completed



23K+
Insurance Claims
Completed



256K+
Home Loans
Guaranteed



4K+
Veteran Readiness and
Employment (VR&E)
Positive Outcomes

MAJOR ACCOMPLISHMENTS



OCTOBER 13, 2021

Military retirees, disabled Veterans to see largest pay raise in decades for 2022.



OCTOBER 26, 2021

VA begins paying new Gulf War toxic exposure compensation.



NOVEMBER 8, 2021

VA and Heroes Foundation create employment opportunities for Veterans.



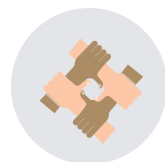
NOVEMBER 11, 2021

Benefits for military burn pit victims could expand dramatically under White House plan.



NOVEMBER 23, 2021

VA and Indian Health Service broaden scope to serve American Indian and Alaska Native Veterans.



DECEMBER 14, 2021

VA strengthens care for Veterans impacted by intimate partner violence and sexual assault.

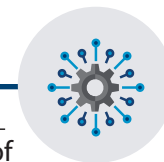
OCTOBER 7, 2021

Millions in adaptive sports grants help disabled Veterans with rehabilitation goals.



OCTOBER 14, 2021

VA adopts new artificial intelligence strategy to ensure trustworthy use of technology for Veteran care.



NOVEMBER 2, 2021

New strategy outlines five priorities for reducing military and Veteran suicide.



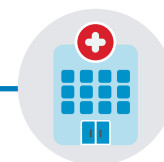
NOVEMBER 10, 2021

VA accesses resources to increase housing assistance for vulnerable Veterans.



NOVEMBER 15, 2021

VA updates disability rating schedules for genitourinary and cardiovascular systems.



DECEMBER 13, 2021

Customer Experience tech improvements highlight Biden Executive Order.



DECEMBER 22, 2021

Moran's GI Bill fix to extend Veterans' educational benefits signed into law.



Download the
[VA Welcome Kit](#)

Call us
1-800-MyVA411 (1-800-698-2411)

VA TRUST REPORT

U.S. DEPARTMENT OF VETERANS AFFAIRS FY 2022 Q1



Current VA-Wide Trust Score: 79% (↑ 3.0%)



Male Veteran Trust 90.5% (↑ 0.3%)

<30	76.9% ↑	30-39	76.7% ↑
40-49	83.7% ↑	50-59	87.7% ↑
60-69	89.8% —	70+	92.3% ↑



Female Veteran Trust 86.7% (↑ 0.1%)

<30	76.9% ↑	30-39	76.5% ↓
40-49	82.5% ↑	50-59	85.9% ↑
60-69	89.4% ↓	70+	91.9% ↑



Trust by Race and Ethnicity

American Indian or Alaskan Native	86.1% ↑	Native Hawaiian or Pacific Islander	89.4% ↑	Hispanic or Latino	91.5% ↑
Asian	96.1% ↑	White	91.9% —	Not Hispanic or Latino	91.7% ↑
Black or African American	90.4% ↑				

VA-WIDE CUSTOMER EXPERIENCE DRIVERS*



EASE
73% (↑ 3.0%)



EFFECTIVENESS
78% (↑ 3.0%)



EMOTION
76% (↑ 3.0%)



EMPLOYEE HELPFULNESS
9.1 ↑



EQUITY AND TRANSPARENCY
9.1 —



QUALITY
9.3 —



SATISFACTION
9.3 ↓



SIMPLICITY
9.0 —



SPEED
8.6 ↓

*Incorporating most VSignals VHA/VBA/NCA/Board surveys.

TOP COMPLIMENTS



- ✓ Quality of Care
- ✓ Cleanliness of Facility
- ✓ Interactions with Staff
- ✓ Specialty Care Satisfaction
- ✓ Nutrition Services

TOP CONCERNS



- ✗ Appointment Cancellation by VA
- ✗ General MISSION Act Feedback
- ✗ Scheduling an Appointment for Initial Visit
- ✗ Cancellation of VA Prescriptions
- ✗ Scheduling an Appointment

APPOINTMENTS
58.2% (↓ 5.1%)

MISSION ACT
42.1% (↓ 1.9%)

MAIL ORDER PRESCRIPTIONS
81.4% (—)

Arrow and change is compared to last quarter's trust report.

KEY: ↑ positive, ↓ negative, or — neutral.

VA CALL CENTER EXPERIENCE



Trust

"I understood the information provided by the [Agent]." **7.3** ↓



Simplicity/Speed

"I waited a reasonable amount of time to speak to a [Agent]." **8.1** —



Efficiency/Speed

"The [Agent] took a reasonable amount of time to address my need." **8.0** —



Employee Helpfulness

The [Agent] I interacted with was helpful." **8.7** ↑



Quality

The issue that I contacted [Contact Center] about on [Call Date] was resolved." **7.3** —



Satisfaction

"I am satisfied with the service I received from the [Contact Center]." **7.6** ↓

VSIGNALS SURVEY DATA

2016 - FY2022 Q1



48,962,816

VSIGNALS Surveys Sent (total)



8,253,374

VSIGNALS Surveys Received (total)



2,820,175

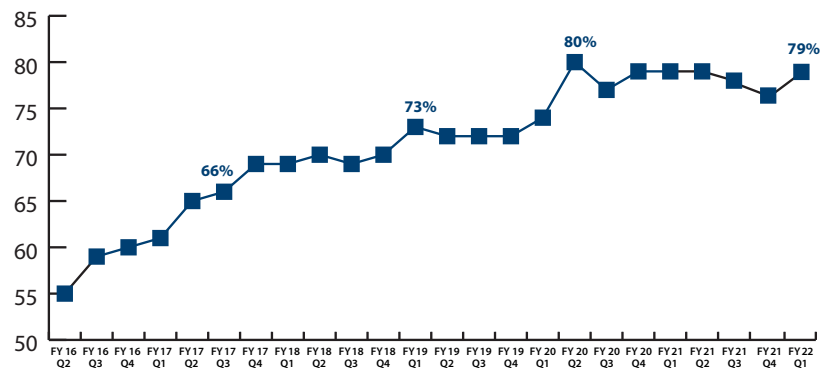
Text Free Responses (total)



107

Active VSIGNALS Surveys (current)

VA-Wide Trust Over Time



COVID-19 SURVEY SUMMARY



CONFIDENCE/TRUST

91.5% (↑ 0.8%)



QUALITY

93.0% (↑ 1.6%)



EASE/SIMPLICITY

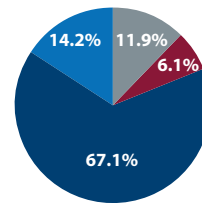
65.5% (↑ 4.5%)



EMPLOYEE HELPLESSNESS

92.3% (↑ 2.0%)

PREFERENCE OF CARE



**VIDEO
TELEHEALTH**
11.9%

PHONE
6.1%

IN-PERSON
67.1%
**NO
PREFERENCE**
14.2%

Top 3 Reasons for Getting Vaccinated



75.4%

**IT'S THE BEST WAY TO
PREVENT ME FROM GETTING
SICK FROM COVID-19**

54.7%

**IT'S THE BEST WAY TO
PREVENT OTHERS FROM
GETTING COVID-19**

38.3%

**IT WILL CONTRIBUTE TO
ENDING THE COVID-19
PANDEMIC**

2,060 Veterans responded to a COVID-19 Survey from October 1 – December 31, 2021. These include Veterans who have had in-person or telehealth outpatient appointments during COVID-19, and who have not had an appointment in the past 30 days.

Arrow and change is compared to last quarter's trust report.

KEY: ↑ positive, ↓ negative, or — neutral.